



VIRTUAL BACKGROUND

OVERVIEW

The virtual background feature allows you to display an image or video as your background during a Zoom Meeting. This feature works best with a green screen and uniform lighting, to allow Zoom to detect the difference between you and your background. Watch a [video](#) about this feature.

You can also upload your own images or videos as a virtual background. There are no size restrictions when adding your own virtual backgrounds, but we recommend cropping the image to match the aspect ratio of your camera before uploading it.

Example: If your camera is set to 16:9, an image of 1280 pixels by 720 px or 1920 pixels by 1080 pixels would work well.

This article covers:

- [Enabling Virtual Background](#)
- [Account](#)
- [Group](#)
- [User](#)
- [Zoom Rooms](#)
- [Using Virtual Background](#)
- [Enabling Virtual Background during a Meeting](#)
- [Troubleshooting](#)

PREREQUISITES

PC Requirements

- Image only without a physical green screen
- Option 1
- Zoom Desktop Client for PC, version 4.4.53582.0519 or higher
- Windows 7, 8, or 10 64-bit
- 4th generation i7 quad-core or higher processor
- Option 2
- Zoom Desktop Client for PC, version 4.5.4 (5422.0930) or higher
- Windows 10 64-bit
- 6th generation Intel i5 Dual core or higher processor

- If CPU is not i7 quadcore or higher, integrated GPU enabled and integrated GPU's graphics driver version 23.20.xx.xxxx or higher
Note: Due to issues with compatibility with Intel CPUs using the HD 620 graphics processor, devices using those processors, must use a physical green screen.
- Image only with a physical green screen
- Zoom Desktop Client for PC, version 3.5.53922.0613 or higher
- Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- Video or image without a physical green screen
- Zoom Desktop Client for PC, version 4.6.4 (17383.0119) or higher
- Windows 7, 8, or 10 64-bit
- Supported processor
- 6th generation i5 quad-core or higher, except u-series
- 4th generation i7 quad-core or higher
- Any processor with a logical core of 8 or higher and frequency of 3.0GHz or higher
- Video or image with a physical green screen
- Zoom Desktop Client for PC, version 4.6.4 (17383.0119) or higher
- Windows 7, 8, or 10 64-bit
- Supported processor
- 6th generation i5 dual-core or higher processor, except atom and y-series
- i5 quad-core or higher processor
- Any processor with a logical core of 6 or higher and a frequency of 3.0GHz or higher

Mac Requirements

- Image only without a physical green screen
- Zoom Desktop Client for Mac, 4.6.0 (13614.1202) or higher
- 4th generation i7 quad-core or higher processor
- 6th generation i5 dual-core or higher processor
Note: 6th generation i5 dual-core processor, requires MacOS 10.14 or higher
- Image only with a physical green screen
- Zoom Desktop Client for Mac, version 3.5.53922.0613 or higher
- Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- Image or video without a physical green screen
- Zoom Desktop Client for Mac, version 4.6.4 (17383.0119) or higher
- macOS 10.9 or later
- Supported processor
- i5 quad-core or higher
- 6th generation i7 dual-core or higher, with macOS 10.14 or later
- Any processor with a physical core of 8 or higher
- Image or video with a physical green screen
- Zoom Desktop Client for Mac, version 4.6.4 (17383.0119) or higher
- macOS 10.9 or later
- Supported processor
- 6th generation i5 dual-core or higher processor, except atom and y-series
- i5 quad-core or higher processor
- Any processor with a physical core of 8 or higher

Linux Requirements

- Zoom Desktop Client for Linux, version 2.0.91373.0502 or higher
- Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- A physical green screen

iOS requirements

- Zoom Mobile App for iOS, version 4.1.27541.0627 or higher
- iPhone 8, 8+, or X
- iPad Pro and the 5th and 6th generation iPad 9.7

Zoom Room requirements

- PC: 4.6.0 (1193.1215) or higher
- MacOS: 4.6.0 (1696.1216) or higher
- A physical green screen

Recommended

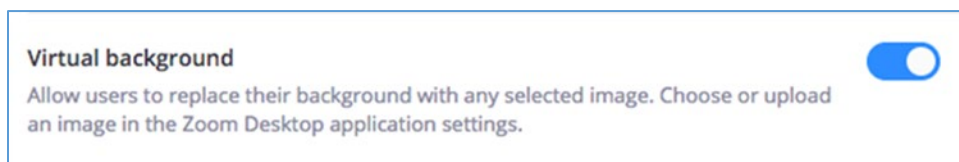
- To achieve the best virtual background effect, Zoom recommends using a solid color background, preferably green.
- Higher quality cameras result in a better virtual background.
- Use uniform lighting and color.
- Do not wear clothing that is the same color as the virtual background.
- A background image with an aspect ratio of 16:9 and minimum resolution of 1280 by 720 pixels.
- A video (MP4 or MOV file) with a minimum resolution of 480 by 360 pixels (360p) and a maximum resolution of 1920 by 1080 pixels (1080p).

ENABLING VIRTUAL BACKGROUND

User

To enable the Virtual Background feature for your own use:

- Sign in to the Zoom web portal.
- Click **Meeting Settings** if you are an account member.
- Navigate to the **Virtual Background** option on the **Meeting** tab and verify that the setting is enabled.

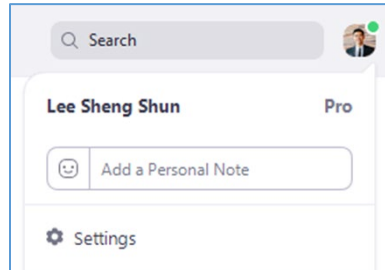


- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
- If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

Note: You must logout of the Zoom Desktop Client and login to it again for this setting to take affect.

USING VIRTUAL BACKGROUND

1. Sign in to the [Zoom desktop client](#).
2. Click your profile picture then click Settings.

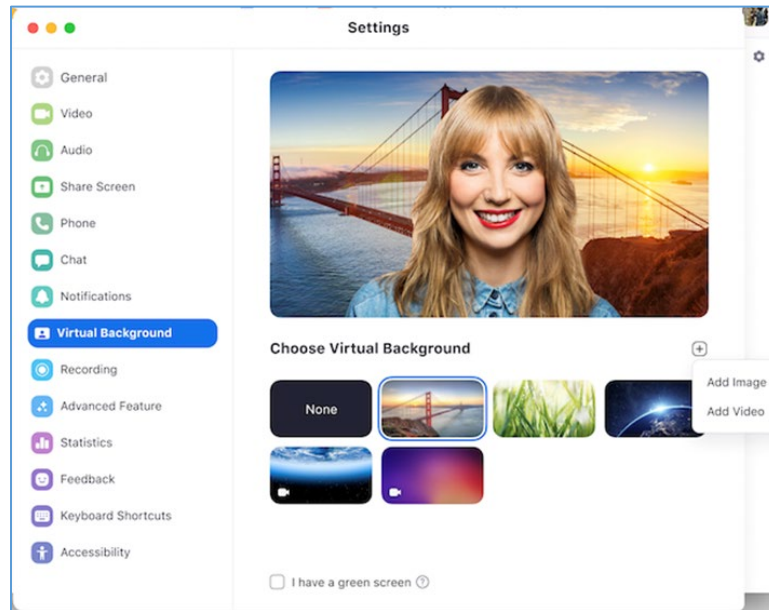


3. **Select Virtual Background.**

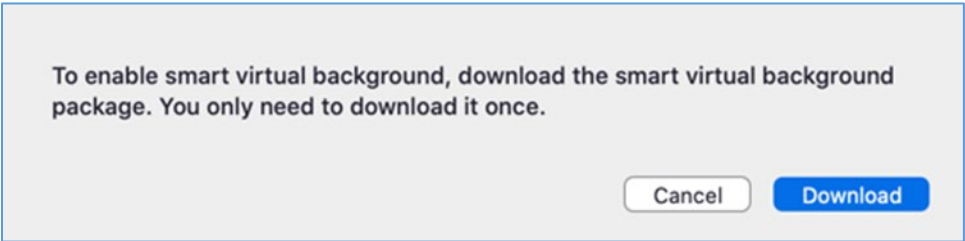
Note: If you do not have the Virtual Background tab and you have enabled it on the web portal, sign out of the Zoom Desktop Client and sign in again.

Virtual Background

4. Check **I have a green screen** if you have a physical green screen set up. You can then click on your video to select the correct color for the green screen.
5. Click on an image to select the desired virtual background or add your own image by clicking + and choosing if you want to upload an image or a video.



If prompted, click **Download** to download the package for virtual background without a green screen.



Notes:

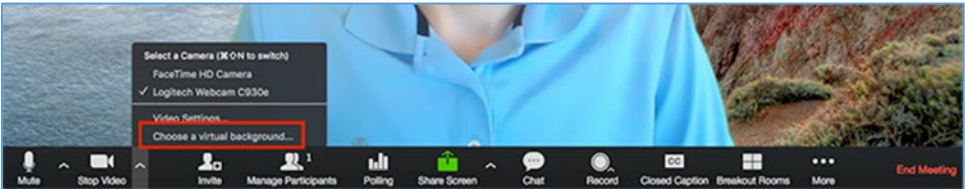
- Ensure that you are using a solid background color.
- After you select an option, that virtual background will display during your meetings.
- To disable Virtual Background, choose the option **None**.

ENABLING VIRTUAL BACKGROUND DURING A MEETING

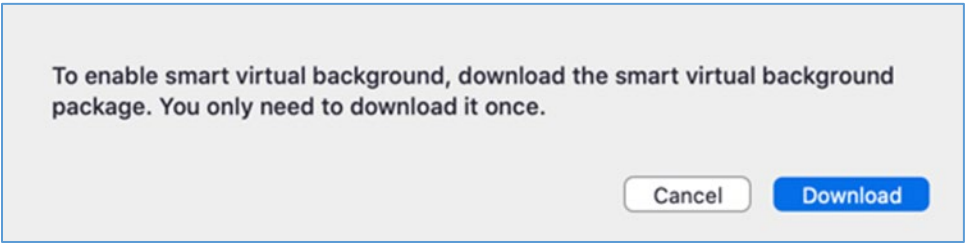
If you have already enabled virtual background, you can turn it on during a meeting.

Zoom Desktop Client

- In a Zoom meeting click the ^ arrow next to **Start/Stop Video**.
- Click **Choose a virtual background...**



If prompted, click Download to download the package for virtual background without a green screen.



TROUBLESHOOTING

If you are experiencing issues with Virtual Background, try the following troubleshooting tips:

- If you do not have the Virtual Background tab in your Desktop Client settings after enabling it, sign out of the client and sign in again.
- Manually pick the background color to ensure the correct color is selected. This option is only available after you click an image.
- Ensure that the background is a solid color with minimal shadows. Also ensure the background is uniform in lighting. A 3 point lighting setup is ideal.
- Ensure that your green screen color does not match your shirt or eye color.
- If you continue to experience issues, [contact Zoom Technical Support](#).

For assistance with [Zoom](#) contact Academic Innovation:
academicinnovation@utsa.edu or (210) 458-4520